

Atty Docket No. 14274HUUS01U (22171.304)
Customer No. 27683
Application No. 10/032,027

RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE - GROUP ART UNIT 2616
Response to Final Official Action dated April 5, 2006

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	§	
McKenna et al.	§	Confirmation No. 5816
	§	
Serial No.: 10/032,027	§	Art Unit: 2616
	§	
Filed: December 20, 2001	§	Examiner: Steven Blount
	§	
For: System and Method for Presenting Queue	§	
Lengths of Various Media Used by Service	§	
Centers	§	

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION

MAILED APRIL 5, 2006

Dear Sir:

This paper is being filed in response to the final Office action mailed April 5, 2006.

No fees, including extension of time fees, are believed necessary for consideration of the present paper. However, if any fees, including extension of time fees are necessary, the extension of time is hereby requested, and the Commissioner is hereby authorized to charge any fees, including those for the extension of time, to Haynes and Boone, LLP's Deposit Account No. 08-1394.

Amendments to the Claims are reflected in the listing of claims, which begins on 2 of this paper.

Remarks begin on page 5 of this paper.

Listing of Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claims 1-14 (Canceled)

15. (Previously Amended) A communications system comprising:
a communication module adapted to receive service requests from a plurality of communication terminals, wherein the communication module is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals,
a queuing module in communication with the communication module, wherein the queuing module is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers; and
a queuing results module in communication with the queuing module, wherein the queuing results module contains instructions for determining a queue result from each respective status information, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

16. (Original) The system of claim 15, further comprising a connecting module for connecting the service request to one of the plurality of service providers.

17. (Currently Amended) The system of claim [[9]] 15 further comprising a user interface module for receiving a service provider preference for use with the queuing module.

18. (Currently Amended) The system of claim [[9]] 15, wherein each service provider is selected from a group consisting of a web server, an e-mail server, a chat server, a voice over IP server, a telephone automatic call distributor, and a call back server.

19. (Currently Amended) A communications system comprising:

a communication means for receiving service requests from a plurality of communication terminals, wherein the communication means is also adapted for sending available queue results to a communication terminal of the plurality of communication terminals wherein the communications means further comprises a means for determining call information data such that an identity of a caller can be determined;

a queuing means in communication with the communication means, wherein the queuing means is configured for communicating with a plurality of service providers and is adapted to receive respective status information from each of the plurality of service providers and for tracking the resources of a plurality of service providers; and

a queuing results means in communication with the queuing results means for determining queue results, wherein the queuing results means comprises a queuing attribute means for determining the queue attributes of each service provider, and a queuing factor means for quantifying business relationships, and a customer relationship database for storing historic data regarding business relationships; and

wherein the queuing results module contains instructions for determining a queue result from each respective status information, wherein the queuing module further contains instructions for managing a queue of service requests for each service provider in the plurality of service providers.

20. (Original) The system of claim 19, further comprising a means for managing a plurality of queues for the plurality of service providers.

21. (Original) The system of claim 20, further comprising a means for tracking customer information.

22. (New) The system of claim 15 wherein the queuing results module comprises:

a queuing attribute module in communication with the queuing module, the queuing attribute module comprises instructions for determining queue attributes of each service provider in communication with the queuing module; and

a queuing factor module in communication with the queuing results module, the queuing factor module containing instructions for determining a queuing factor.

23. (New) The system of claim 15 wherein the queuing factor module further comprises:
a costing module in communication with the queuing module, wherein the costing module contains instructions for quantifying business relationships; and
a customer relationship database coupled to the costing module for storing historic data regarding the business relationships.

24. (New) The system of claim 15, wherein the communications module further comprises a call identification module adapted for determining call information data.

25. (New) The system of claim 24 further comprising a customer information module in communication with the caller identification module, wherein the customer information module is adapted for determining an identification of a caller associated with the call identification data.

26. (New) The system of claim 15, further comprising a tracking number module in communication with the communication module, wherein the tracking number module is adapted to assign tracking numbers to the service requests.

Remarks

Claims 1-21 were previously pending, of which claims 1-14 have been canceled, and new claims 22-26 have been added; therefore, claims 15-26 are currently pending. No new matter has been introduced as a result of the new claims. Applicant notes with appreciation the allowance of claims 15 and 16. Reconsideration and allowance of all of the currently pending claims in light of the foregoing amendments and the following remarks are respectfully requested.

Rejections Under 35 U.S.C. §103

Claims 1-3, 5-7, 9, 10, 12, 13, 17, and 18 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 6,389,028 to Bondarenko et al. (hereinafter "Bondarenko") in view of U.S. Patent Publication No. US 2003/0108187 to Brown et al. (hereinafter "Brown"). Claims 8, 14, and 21 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Bondarenko in view of Brown as applied above to claims 1-3, 5-7, 9, 10, 12, 13, 17, and 18, and further in view of U.S. Patent No. 6,498,845 to Martz et al. (hereinafter "Martz"). Claims 4, 11, 19, and 20 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Bondarenko in view of Brown as applied above to claims 1-3, 5-7, 9, 10, 12, 13, 17, and 18 and further in view of U.S. Patent No. 6,493,695 to Pickering et al. (hereinafter "Pickering").

In response, Applicants have canceled claims 1-14, thereby rendering the rejection thereof moot. Further, Applicants have amended claims 17 and 18 to depend from independent claim 15, which has been allowed; therefore, those claims are also deemed to be in condition for allowance. In addition, Applicants have amended independent claim 19 to include limitations similar to those of independent claim 15; therefore, claim 19 is now allowable for at least the same reasons as claim 15 was deemed allowable. Claims 20 and 21 depend from and further limit claim 19 and are therefore also deemed to be in condition for allowance.

New Claims

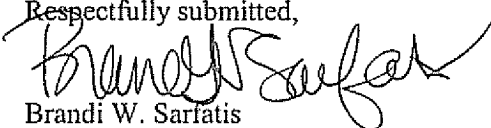
New claims 22-26 depend from and further limit independent claim 15, which has been allowed; therefore, those claims are also deemed to be in condition for allowance.

Conclusion

For the foregoing reasons, it is apparent that independent claims 15 and 19 are in condition for allowance. Claims 16-18 and 20-26 depend from and further limit claims 15 and 19 and are therefore also deemed to be in condition for allowance. An early formal notice of allowance of claims 15-26 is requested.

The Examiner is invited to call the undersigned at the below-listed telephone number if in the opinion of the Examiner such a telephone conference would expedite or aid the prosecution and examination of this application.

Respectfully submitted,


Brandi W. Sarfatis
Registration No. 37,713

Dated: June 5, 2006

HAYNES AND BOONE, LLP
901 Main Street, Suite 3100
Dallas, Texas 75202-3789
Telephone: 214/651-5896
Facsimile: 214/200-0948
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